

(c) the policy regarding the Industrial growth in the country likely to be adopted by the Government; and

(d) the action plan of the Government for promoting the small cottage and medium scale industries and encouraging the feelings of 'Swadeshi' and self-dependence?

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN) : (a) and (b). Subsequent to the Liberalisation Policy since 1991, various measures have been taken which, inter-alia, include delicensing, automatic approval for foreign collaborations, simplification of procedures, rationalisation of import and excise duties, etc. Since August 1991 till May 1996, 25,781 Industrial Entrepreneurial Memorandum (I.E.M) in the delicensed sector envisaging investment of Rs. 5,04,782 crores have been filed and 4,679 foreign investment proposals envisaging investment of Rs. 71036.68 crores have been approved during this period.

(c) and (d). Government policy for overall development of industry, including small, medium and large scale industries is constantly reviewed to make it more dynamic with the objective of making the Indian industry self reliant and globally competitive and to increase investment, particularly in the priority/core sectors, including infrastructure.

Customer Service of SBI

427 SHRI RAMASHRAY PRASAD SINGH
SHRI RAMESHWAR PATIDAR
SHRIMATI SHEELA GAUTAM .

Will the Minister of FINANCE be pleased to state

(a) whether the State Bank of India propose to establish a subsidiary company for issuing credit cards and for improvement in its customer service

(b) if so the details thereof, and

(c) the specific measures proposed to be taken by the State Bank of India to improve its customer service in small towns and rural areas?

THE MINISTER OF FINANCE AND MINISTER OF COMPANY AFFAIRS (SHRI P. CHIDAMBARAM) : (a) and (b) State Bank of India has reported that the proposal to set up a subsidiary is under its consideration and details therefore will be worked out after a final decision has been taken thereon.

(c) State Bank of India has reported that improvement in customer service is being brought about on an on-going basis in all branches of the SBI situated at metro urban, Semi-urban and rural centres. The Bank has further stated that teams of senior officers from its Local Head Offices/Zonal

Offices Regularly visit branches to assess the extent of implementation of Bank's instructions for providing better customer service and corrective action is taken wherever necessary. In addition, Central Office Inspection Team(s) while carrying out inspection and audit of branches, also examine quality of customer service obtaining there at and suitable remedial measures are taken.

[English]

Export of Cement

428. DR. KRUPASINDHU BHQI : Will the Minister of INDUSTRY be pleased to state :

(a) whether any target has been fixed for export of cement during the Eighth Plan;

(b) if so, the details thereof alongwith the achievement made so far;

(c) whether target can be achieved with the present pace of export; and

(d) if not, the steps taken to achieve the target?

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN) : (a) and (b) While no specific target for export of cement during the Eighth Plan has been fixed, export of cement/clinker has been increasing during the last few years, except in 1995-96 when there was a decline mainly due to higher demand in the domestic market. The year-wise export of cement/clinker is as under

Year	Million Tonnes
1991-92	0.36
1992-93	1.18
1993-94	2.85
1994-95	3.17
1995-96	2.38

(c) and (d) Do not arise

India's Financial System

429. SHRI BANWARI LAL PUROHIT : Will the Minister of FINANCE be pleased to state

(a) whether the survey conducted by the Political and Economic Risk Consultancy Limited have described India's financial system at 10th position in the world as reported in Statesman dated May 22, 1996

(b) if so, the facts and reaction of the Government thereto, and

(c) the steps taken/proposed to be taken by the Government to improve the financial system of the country?